## How do I use the offline mode in the mobile application?

help.fracttal.com/hc/en-us/articles/25290297208461-How-do-I-use-the-offline-mode-in-the-mobile-application

Fracttal One has the ability to access the offline mode manually from the mobile application. This functionality is primarily intended to provide a practical and effective solution to maintain business continuity, even in environments where connectivity is limited, without the need to activate airplane mode or completely disconnect the internet connection.

This functionality allows users to attend to Work Orders (WO) with complete confidence, eliminating the fear of information loss due to possible desynchronizations between the application and the web.

## To access the offline mode manually, follow these steps:

1. Enter the main menu of the mobile app.



2. Enter the Tasks > Work Orders module.

Version: 5.0.45		••
8 A &		Ċ
Catalogs	~	~7
Warehouses		
Work Management	^	
Planned Maintenance		2
( Work Orders		elay
st Budgets		
Monitoring	~	3
Dispatcher	~	
Business Intelligence	~	
Cloud Disk		
Requests	~	-
Online help		
Support Inst. Create tic	cket	

3. Select the TO you want to work in Offline mode.

Work Management       View Kanban	
	÷
Pending Tasks	184 (5
00:10     2026-04-09	
EVERY 1 YEAR(S)	5
Asset: FRUNIV MONTADORA - FA { MON-FA-0	0001 }
Task: Revisión de Equipo	=
<ul> <li>① 00:10</li></ul>	
Co UNPLANNED	う 宣
0	
Asset: Cuarto de Caldera # 1 { Cuarto de Cal 1 }	dera #
Task: Mantenimiento de Pisos	~
Ō 01:00 🛗 2026-01-02	
EVERY 6 MONTHS	+

4. Click on "Download Offline".

← Work Order		Do	:
■ Jonas Campos ~ ₩ 2025-04-01 0 00:	10	OT-	69-GR
0			0 %
<b>(b) 00:00</b>	То	otal cost: \$ C	LP 0,00
- Note			
	C Do	wload Off	line
Work Management		Total: 1	Ŧ
{ MON-FA-0001 } MON // Fracttal/	TADORA - FA		>
Solicitud			
Priority:	= Medium		
Task type: Group 1: Group 2:	00 Correctivo		>
Work Request Num	1257		
Actual Schedule Dat	2025-04-01		
Estimated Duration:	00:10:00		
			-

5. Then, it will start downloading all the information from the selected TO to our mobile device momentarily (while working offline).



6. Additionally, it will ask us if we want to download the attached files.



7. Once the offline version has been downloaded from the TO we are going to work with, we must go to the main menu and click on the following icon as follows

Version: 5.0.45	
8 A &	1
Catalogs ~	5
Warehouses	
Work Management	
Planned Maintenance	= 0 %
( Work Orders	
s Budgets	•
Monitoring ~	
Dispatcher 🗸	
Business Intelligence 🗸	
Cloud Disk	
Requests ~	
Online help	
Support I=! Create ticket	

8. We confirm.

Version: 5.0.45	
8 A 8	<b></b>
Catalogs	~ Ó
Warehouses	
Work Management	^
Offline mode It is about to enter mode	e Offline
No	Ok
No	Ok v
No Monitoring Dispatcher	Ok V
No Monitoring Dispatcher Business Intelligence	Ok V V
No Monitoring Dispatcher Business Intelligence Cloud Disk	Ok V V
No Monitoring Dispatcher Business Intelligence Cloud Disk Requests	Ok V V V
No Monitoring Dispatcher Business Intelligence Cloud Disk Requests Online help	Ok V V V

9. Then we get an affirmation message

• Fracttalone	
Version: 5.0.45	••
B	
Offline mode	C
Online help	
💬 Support 🕃 Create ticket	
Commit: 9f7bf20 BuiltTime: 2025-04-08 18:04	
Offline mode	٦

10. Once you are in offline mode, access the corresponding Work Order (WO) and complete the assigned tasks. Once you have completed these tasks, return to the start of the task. At this point, the system will ask for your confirmation to send the WO for review. At this stage, the WO can be reviewed, signed and accepted as usual.



11. Once the OT is finished and at the same time we have an internet connection, we go back to the main menu and click on the offline icon.



12. Then click on ok.



Once you confirm the action, an image will be displayed that will include the Folio corresponding to your Work Order (WO), accompanied by the message "Successfully synchronized".

<ul> <li>Catalogs</li> <li>Catalogs</li> <li>Warehouses</li> <li>Work Management</li> <li>Planned Maintenance</li> <li>Vork Orders</li> <li>Work Orders</li> <li>Budgets</li> <li>Monitoring</li> <li>Dispatcher</li> <li>Business Intelligence</li> </ul>	~
Catalogs Warehouses Work Management Planned Maintenance (c) Work Orders (c) Budgets Monitoring Dispatcher Business Intelligence	~
Warehouses Work Management Planned Maintenance Work Orders Budgets Monitoring Dispatcher Business Intelligence	~
Work Management  Planned Maintenance  Vork Orders  Work Orders  Budgets  Monitoring  Dispatcher  Business Intelligence	^
<ul> <li>Planned Maintenance</li> <li>Work Orders</li> <li>Budgets</li> <li>Monitoring</li> <li>Dispatcher</li> <li>Business Intelligence</li> </ul>	
<ul> <li>Work Orders</li> <li>Budgets</li> <li>Monitoring</li> <li>Dispatcher</li> <li>Business Intelligence</li> </ul>	
<ul> <li>Budgets</li> <li>Monitoring</li> <li>Dispatcher</li> <li>Business Intelligence</li> </ul>	
Monitoring Dispatcher Business Intelligence	
Dispatcher Business Intelligence	~
Business Intelligence	~
	~
Cloud Disk	
Requests	
✓ 0T-69-GR Successfully synced	~